AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County Wireless E9-1-1 Status Report
May 1, 2010 – May 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – May 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,990	1,108	37.1%	1,882	62.9%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July									
June									
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	**14,566**	**5,360**	**36.8%**	**9,189**	**63.2%**	**17**	**0.1%**	**2,797**	**19.2%**
AVG PER MO	**2,913**	**1,072**		**1,838**		**3**		**559**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – May 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
05/12/10	AT&T Mobility	1	9	Kauai PSAP/Akimeka

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- ## PSAP Operations (continued)

05/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
	The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.
	The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui, Lanai, and Molokai (May 5, 2010). Hawaii AT&T Mobility representatives are working with their Corporate counterparts for the CGI upgrade. AT&T Mobility is expected to schedule a conference call after June 15th to discuss the next steps with the Neighbor Island PSAPs.
05/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Intrado proposed to schedule a "webinar"with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network. A target date for the "webinar" was not provided.
05/01/10 -- Ongoing	Akimeka personnel received and documented the latitude and longitude of the callbox at Polihale State Park. A callbox number, 49, was assigned and the State of Hawaii will post a sign at the location. Notification will be provided upon completion.
05/01/10 -- 05/04/10	On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all of the Wireless Service Providers (WSP).
05/01/10 -- 05/13/10	In response to Hawaiian Telcom, Inc.'s (HTI) notice to bill the Neighbor Island PSAPs for long distance charges, Akimeka personnel coordinated and consolidated questions and responses for the Neighbor Island PSAPs. This was a topic of discussion at the Wireless E9-1-1 Board Technical/Finance Committee meeting and the Wireless E9-1-1 Board meeting held on May 13, 2010.
	At the May 13th Wireless E9-1-1 Board meeting, it was agreed that Hawaiian Telcom, Inc., would provide additional information at the next Wireless E9-1-1 Board Technical/Finance Committee meeting in June 2010.
05/01/10 -- 05/31/10	Akimeka personnel with the assistance of Intrado, completed a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will help all parties involved to better understand the timeframes needed to plan a test.
05/03/10 -- 05/26/10	Akimeka personnel and AT&T Mobility personnel coordinated dates and information for the Neighbor Island PSAPs regarding a SS7 upgrade with Hawaiian Telcom, Inc. (HTI). The upgrade was successfully completed on May 26, 2010.

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- ## PSAP Operations (continued)

05/12/10	Akimeka personnel distributed to the Wireless Service Providers (WSP) a 2010 Holiday NO TEST schedule for each of the Neighbor Island PSAPs.
05/12/10 -- 05/14/10	Akimeka personnel informed Jennie Stein of Sprint/Nextel that the use of the 7-digit Admin telephone number was never authorized by the Neighbor Island PSAPs. It was explained that the Punahou overflow trunks were the preferred route.
	Glenn Roach, Executive Director of the Wireless E9-1-1 Board, interceded to work with Sprint/Nextel and Hawaiian Telcom, Inc., to develop a solution.
05/18/10	Akimeka personnel distributed an announcement to all State of Hawaii PSAPs to inform the PSAPs of the new commanders for the Maui and Molokai PSAPs -- Lieutenant Jayson Rego and Lieutenant Leighton Kanaele, respectively.
05/19/10 -- Ongoing	Akimeka personnel notified Mobi PCS and Intrado that an annual audit would be conducted. They are in the process of providing the necessary TVWs.
05/20/10	Akimeka personnel participated in the PSAP Forum sponsored by Hawaiian Telcom, Inc. to discuss Next Generation 9-1-1 (NG9-1-1).
05/26/10	Akimeka personnel attended the Best Practices in Public Safety Recording, Quality Assurance, and Training webinar. PowerPoint and re-telecast times were distributed to the Neighbor Island PSAPs.

- ## MSAG

Current Month – May 2010

										(a)	(b)	
2010		**9-1-1NET REQUESTS**								**Customer Address Change Requests Submitted**	**In Suspended Status as of Report Month End**	
PSAP	**TOTAL**	**Total**	**Change**	**Combined**	**Delete**	**Insert**	**Split**	**Customer Addresses Affected**			**# of Transactions**	**TNs Affected**
KAUAI	**50**	**49**	**38**	**2**	**4**	**0**	**5**	**170**		**1**	**0**	**0**
		Revised categories and report format changes effective April 2009.										

A total of 50 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of May 2010, 170 customer ANI/ALI records were updated as a direct result of changes made to the MSAG database.

There are no records in Suspended status as of May 31, 2010 – four consecutive months – and no issues are listed on the monthly Intrado 701/709 report.

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- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	235	229	129	5	39	32	24	567	6		
AVG PER MO	47	46	26	1	8	6	5	113	1		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- ## Mapping Layers Updated/Loaded Into GIS – May 2010

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers			05/26/10	
	05/14/10			Per Sprint CRSS
Street Centerlines				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- ## Mapping Layers Updated/Loaded Into GIS – May 2010
  (continued)

	KAUAI			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
Address Points	05/27/10			
	05/26/10		05/26/10	
	05/25/10			
	05/24/10			
	05/21/10			
	05/20/10			
	05/19/10			
	05/18/10			
	05/17/10			
	05/14/10			
	05/13/10			
	05/12/10			
	05/11/10			
	05/10/10			
	05/07/10			
	05/05/10			Edits made per emails from Grant Honma of Kauai County Planning Department
Psuedo Address Points				
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

- ## Mapping Layers Updated/Loaded Into GIS – May 2010
  (continued)

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
KAUAI				
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – May 2010

05/05/10   Akimeka GIS personnel conferred with Kauai GIS personnel on Pictometry and PMRF issues.

05/26/10   Akimeka personnel conducted a site visit with the Kauai County PSAP, had a short meeting with Kauai GIS personnel, and reviewed the use of Pictometry.

- ## Service Requests Transactions

Open Service Requests – May 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**5**	**5**	**0**	**3**	**3**	**2**	**2**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions